



# 10 Steps To Treat Complacency Through Integration of Safety and Operations

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1. Safety-Conducive Dispatch Structure
  - a. Assigned drivers vs. Geographical
    - i. Assigned driver/dispatch teams foster better communication
    - ii. Help drivers better relate to the company
    - iii. Allow operations personnel to get to know the driver
  - b. Are we creating teams or adversaries?
    - i. Driver/dispatch team must operate with the same set of goals
2. Dispatcher Orientation and Training
  - a. How do engrain the safety culture from the beginning?
    - i. Provide safety/compliance training during a formal orientation.
    - ii. All operations personnel should also complete the driver orientation.
  - b. Do operations personnel REALLY understand hours of service regulations?
    - i. We find most operations personnel do not know or understand the new hours of service regulations as well as they think they do. Yet, they coach drivers many times. All should receive formal log training.
3. Evaluate Operations Incentive Programs
  - a. Are operations incentive programs counter-productive to building a pro-active safety culture?
    - i. Evaluate incentive programs to assure the operations personnel are not compensated for promoting volume over compliance.
  - b. What works?
    - i. Incentive programs should evaluate multiple factors such as turnover, driver compliance and accident cost, along with standard operational performance factors.
4. Keep Operations Personnel Up-To-Date on SafeStat Performance
  - a. Do your operations personnel even know what SafeStat is?
    - i. SafeStat should be covered in orientation and reviewed on a monthly basis with all personnel from drivers to operations to maintenance.
  - b. Do they know how the company measures up?
    - i. All personnel should see how the company compares to national averages and to competitors.
  - c. Do they know how their actions affect performance?
    - i. All personnel should understand how they could affect results.
5. Include Operations in All Driver Safety Meetings
  - a. If you don't have driver safety meetings, you should have periodic safety meetings for operations personnel?
6. Include Assigned Dispatcher/Driver Manager in All Driver Counseling
  - a. This builds the team
  - b. It also educates operations personnel

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7. Train Operations Personnel to Communicate More Effectively With Drivers
  - a. Poor communication skills lead to accidents and driver turnover
8. Weekly Review of Company Safety Performance
  - a. Operations personnel must feel the pain before culture can improve
  - b. They can also help drivers by knowing where risks lie
9. Train Operations Personnel to Recognize Warning Signs From Drivers
  - a. Drivers can help you predict the future
  - b. The driver that usually has the bad accident hasn't been in trouble with the safety department and is usually well-experienced
  - c. We will further discuss the common warning signs
10. More Effectively Measure Team Performance of Drivers and Operations Personnel
  - a. No matter the size of your organization, every dispatcher or driver manager is running a manageable trucking company.
  - b. Each should readily know how they are doing
  - c. Without measure, how do we improve?
  - d. What do we need to measure?
    - i. Roadside performance
    - ii. Compliance
    - iii. Accidents
    - iv. Employee/contractor injuries
    - v. Service performance
    - vi. Driver turnover

The Loss Prevention and Safety Department at Motor Transport Underwriters, Inc. is available to conduct management and staff personnel training sessions to help implement these 10 Steps and other concepts to integrate safety and operations. Through this type of program, safety performance as well as operational performance can be improved.

If you would like more information, please contact Jeff Davis, Vice President of Safety, MTU, Inc. at [jdavis@mtuinc.com](mailto:jdavis@mtuinc.com) or 1-800-809-3660 ext. 2034. Direct line – 317-810-2034.